

Acceptable Behaviour Policy: New Note Guide to Respect and Conduct.



To make sure our groups run smoothly, safely, and are an enjoyable experience for all, we have some guidelines in place that all participants are expected to follow.

Respect

We expect you to treat everyone with respect at all times, this means:

- Actively listening to others and giving everyone the space to contribute.
- Encouraging and supporting others to create a positive experience for everyone.
- Being inclusive and encouraging to new members - it's everyone's responsibility to make new people feel welcome.
- Be aware of people's personal space and unwanted physical contact (e.g., hugs), ask for permission first.
- Please be mindful of the primary purpose of the group, do your best not to distract others whilst the session is taking place. Please leave chatting and any discussions for the break and be aware that some people may have impaired hearing, or become overwhelmed in noisy environments.
- Please arrive on time and be ready to participate at the start of each session. Allow time for settling in, and if you are using any equipment (e.g., electric instruments) please make sure they are set up before the session starts.

We take a **zero tolerance approach** around behavior or language that may be interpreted as offensive - be careful when using language around neurodiversity, sex, gender, sexuality, race, age, disabilities, religion, or beliefs. We should be respectful of people from all marginalised communities. Any unwanted touching or sexual advances will not be tolerated.

Commitment

During rehearsals you will learn to perform as an ensemble, learning new material and techniques which are then embedded through practice in each session. Missing rehearsals and performances has an impact not only on your own learning, but on the whole group performance. We recognise people may wish to take holidays during less busy times, or have other one-off commitments, so request that you are in communication with a facilitator while planning absences or as soon as you know about them so that disruption can be kept to a minimum. Our expectation is that you:

- Attend every rehearsal except where it is unavoidable
- Commit to being part of a performance, if you don't think you'll be able to be part of a performance please let the group leader know as soon as possible.
- Maintain focus during a rehearsal and give space for others to learn.
- Practice at home between rehearsals where possible.
- Note that you may be required to attend additional, or longer rehearsals leading up to a performance.

Wellbeing - you are responsible for your own wellbeing. We expect you to have a support network in place (such as friends, family, and health services) and seek help if you need it. If at any point you are struggling, please speak to Molly Mathieson in the first instance.

Publicity - New Note Projects demonstrates the power of the arts in transforming the lives of people in recovery from addiction and those with mental health difficulties. This means we are visible champions of recovery and often perform in public, and share photos and videos of people in recovery on social media. You must be comfortable with being identified as part of the recovery community, and be willing to publicly support those in recovery. If this isn't the case please speak to the group leader, we may be able to find a place for you in the weekly sessions, but allow you to step back during public performances.

Data Privacy - we will securely store your personal details (name, phone number, email address) for the purposes of communicating with you and we use a WhatsApp group for regular communications. We will also record your attendances at New Note sessions so we can understand your engagement with the group. We will never share your details with anyone else without your permission, and you can ask for any data (including photos and videos of you) to be deleted at any time.

This agreement applies to all New Note groups:

If the Guidelines Are Not Followed

To help maintain a respectful and safe community, we have a process in place for situations where someone does not follow the group guidelines:

- 1) Check-in and Clarification
The person will be approached by Molly Mathieson (CEO of New Note Orchestra) to check in and clarify what happened. This gives space for any misunderstandings to be addressed.
- 2) Opportunity for Reflection and Dialogue
The person will be invited to have a conversation about the impact of their actions and how things can be repaired. This may involve hearing how others were affected and having the chance to share their own perspective.
- 3) Support and Recommitment
If appropriate, the person may be asked to reaffirm their commitment to the community guidelines.
- 4) Further Steps if Needed
If the behaviour continues or is harmful, further steps may be taken. These could include:
 - Temporary pause from group activities

- In serious cases, removal from the group. This final decision will be with the responsibility of Molly Mathieson.
- **If you have been removed from a group, or asked to leave and would like to appeal you can contact Sarah Erskine a trustee at New Note. Her details are: sarah@erskine.co.uk**

We aim to approach all situations with compassion, accountability, and the wellbeing of the whole group in mind.

How to Report an Incident

If something happens that doesn't feel right, please don't hesitate to speak up. Here's how you can report a concern or incident:

1. Talk to Us Directly
 - Speak to the facilitator or a member of staff or you can talk to Molly Mathieson directly.
 - You don't need to have all the details—just share what you know.
2. Write it Down (if you'd like)
 - If you prefer, you can write down what happened, including:
 - Who was involved
 - What happened
 - When and where it happened
 - Any witnesses or other people who know about it
3. Confidentiality
 - We will treat your report with care and respect.
 - Your information will only be shared with the people who need to know in order to help.
4. What Happens Next
 - We will acknowledge your report as soon as possible.
 - We'll let you know what steps will be taken and keep you informed.
5. Emergency Situations
 - If you feel someone is at immediate risk of harm, please call 999 (UK emergency services) straight away.

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